

Position Description

Role title:	Senior Administration Officer
Employment status:	Full-Time
Reports to:	Team Leader Business Support Services
Location:	Geebung
Award classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 4

Purpose of role

The Senior Administration Officer is responsible for providing high-level administrative support to help the organisation achieve its short-term and long-term goals. This role is essential in ensuring the seamless operation of both administrative functions and accounts processing, combining key administrative tasks with financial support responsibilities.

The Senior Administration Officer reports to and collaborates closely with the Team Leader Business Support Services, while maintaining strong, productive relationships with the Business Support Services team and all other staff across ADA Australia (ADAA).

The Senior Administration Officer is responsible for ensuring that their services align with the purpose, vision, and values of ADAA, while adhering to relevant legislation, regulations, and quality standards. This role plays a key part in upholding high standards of internal customer service and supports ADAA's commitment to governance, continuous quality improvement, ethics, and integrity.

The role involves traveling to the organisation's southside office twice a week to offer on-site support to staff working at that location.

Key duties of position

- Coordinate the administrative workflow for incoming business support requests, ensuring all tasks are completed promptly and to a high standard.
- Provide general administration support including preparation of correspondence, reports, and data entry.
- Assist the Finance team by managing the Accounts inbox, processing tax invoices and employee expense claims, recording receipts and payments, and performing regular reconciliation of company bank accounts and credit card statements.
- Manage ADAA's vehicle fleet by scheduling repairs and services, documenting and processing car registrations, managing e-Toll arrangements, and overseeing logbook records.
- Provide backup support to the Data Analyst by troubleshooting issues with the organisation's Customer Relationship Management system and identifying and implementing improvements to enhance system performance.
- Oversee facilities services, maintenance activities and tradespersons.

- Coordinate and oversee administrative tasks to maintain healthy and safe workplaces, including tasks such as electrical testing of equipment.
- Establish and maintain IT resources (eg. software licenses, equipment), and provide training as part of on-boarding for new staff.
- In collaboration with the Senior Finance Officer, oversee and coordinate the purchasing process, ensuring the efficient acquisition of assets, office and field equipment, communications tools, IT resources, and consumables.
- Mentor and support Administration Officers and provide backup reception services as needed.
- Under the Team Leader's guidance, design, implement, and continuously monitor effective asset management and maintenance strategies for ADAA facilities and equipment, ensuring efficiency, sustainability, and optimal performance.
- Contribute to a culture of continuous quality improvement with the development of enhanced workflows to streamline tasks and improve business practices.
- Any other duties as directed by the Team Leader or Manager, Business Support Services.

Key selection criteria

- Relevant qualifications and/or extensive experience in providing business support services, with a strong emphasis on high-level administrative support.
- Previous experience (3+ years) in a finance or accounts processing role, or relevant experience in administration or office support with exposure to finance tasks.
- Demonstrated proficiency with a range of software, including complex client databases, the MS Office suite, and financial management systems.
- Strong organisational and planning skills, with the ability to prioritise tasks, meet deadlines, and consistently maintain accuracy and attention to detail.
- High level interpersonal skills, with the ability to communicate, engage and negotiate confidently with staff at all levels.
- Demonstrated ability to work autonomously, and as part of a team to achieve outcomes for multiple work units.
- Demonstrated ability to adapt positively to change, manage conflict, and contribute to a positive team environment.

Essential requirements

- A valid Queensland Driver's licence.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee's expense).
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.

Desirable requirements

- Understanding of the environment within which not-for-profit organisations operate.
- Experience using Salesforce.
- Experience using Microsoft WIISE.

Ongoing requirements

- Travel will be required between ADAA's Brisbane offices. Brisbane offices are currently located at Geebung and Woolloongabba, but this may be subject to change in the future.

ADAA strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.